

### Drinking Water - Performance Measures Development Table (6/10/02)

**Goal:** (#1) Respond to and handle public health “emergencies”/threats, relative to unsafe drinking water from any size public water supply.

**Priority Function:** Follow up on all acute coliform MCL occurrences in a timely and consistent manner. Follow-up actions are clearly documented.

**EMT Leads:** Bill Liechty and Jim Hudson

**Involved Staff:** Rich Hoey, Dick Pedlar, Sandy Brentlinger

Number	Performance Measure	Type of Measure	Staff Person Responsible	Indicator	Data Activity	Data Source	Frequency	Audience
1A	For 100% of the events, DDW staff attempt to contact the purveyor within four hours of DDW receiving notice of a confirmed acute coliform MCL (re: PN responsibilities).  NOTE: DDW staff should also make contact with appropriate LHJ and key DOH staff within 4 hours (voice mail message, e-mail OK).	Outcome	Regional Coliform Staff and HQ Coordinator (TBD)	Percent of events in which DDW attempts to contact the purveyor within 4 hours.	Master report generated from regional tracking forms.	Regional tracking forms	Quarterly	DOH Secretary  EHP Asst. Sec  Exec. MT  Field Operations Team  W.Q. Section Manager

1B	For 100% of the events, DDW ensures that consumers receive appropriate notification of the acute MCL within 24 hours of a confirmed acute coliform MCL violation.	Outcome	“	Percent of events in which the consumers are notified within 24 hours.	“	“	“	“
1C	For 100 % of acute coliform MCL violations, DDW ensures that a SPI is conducted by a qualified health professional within two working days from initial notification to DDW, AND that a list of corrective actions are provided to the purveyor.	Outcome	DDW Sanitary Survey Lead	Percent of events in which a SPI was completed and a list of needed corrections provided to the purveyor.	“	“	“	“

**Division of Drinking Water**  
**Performance Measures Development Table (6/10/02)**

**Goal:** (#2) Make important information accurate and easily accessible about drinking water topics, data, and the DW-related work DOH conducts

**Priority Function:** Ensure: (a) effective support for on-going DDW data needs; (b) migration from DWAIN to SENTRY; and (c) on-going maintenance of new system

**EMT Leads:** John Hanson and David Jennings

**Involved Staff:** Marie O'Leary

Number	Performance Measure	Type of Measure	Staff Person Responsible	Indicator	Data Activity	Data Source	Frequency	Audience
2A	DW submits to SDWIS-FED within 45 days of end of quarter 100% of data elements DW commits to report	Outcome	David Jennings	# of data elements DW commits to report # of data elements submitted  SDWIS-FED reporting due date Date report submitted to Region 10	Upload of DDW data	DWAIN, SENTRY	Quarterly	EPA Region 10 Peggy Johnson
2B	DDW IT staff complete 90% of scheduled trainings by December 2002	Outcome	John Hanson	# of scheduled trainings received by IT Staff # of scheduled training	Count Trainings	Attendance records	Quarterly	DWMT

**Performance Measure Assumptions:**

a) Quarterly reports to EPA is surrogate for meeting on-going DDW data needs

**Division of Drinking Water**  
**Performance Measures Development Table (6/10/02)**

**Goal:** (#3) Have a basic understanding of how water is being provided by all Group A water systems in this state.

**Priority Function:** Conduct sanitary surveys on all Group A water systems and develop a baseline on water system status, deficiencies and needs.

**EMT Leads:** Dan Sander and Sara Brallier

**Involved Staff:** Brian Boye, Denise Grant, Dick Pedlar, Sean Orr, David Preston

Number	Performance Measure	Type of Measure	Staff Person Responsible	Indicator	Data Activity	Data Source	Frequency	Audience
3A	All Group A water systems will have a current sanitary survey (less than 5 years old) by 12/31/06	Outcome	Sara Brallier	Percent of systems with a current sanitary survey (DOH and 3 <sup>rd</sup> Party)	Query of Sanitary Survey Database	Sanitary Survey Database	Quarterly	Executive Team Field Ops Team Bill/Mary (annual)

**Performance Measure Assumptions:**

- Sanitary Survey is defined as a RSS, CSS or QSS inspection but does not include a SPI
- Query Parameters: Survey date is null for date range of <1/1/07
- Query Results: Total # systems with a current survey / Total # of systems = % of systems with a current survey
- Query Reports: Total Systems and then Systems grouped by:
  - a) DOH - water systems assigned to DOH staff which includes systems that are temporarily assigned to an independent QSS for what ever reason but are still the responsibility of DOH to do
  - b) 3<sup>rd</sup> Party - water systems assigned to a third party inspector (LHJ, federal/state, QSS, etc.)
- Query Assumptions:
  - Number of systems we gain equals number of systems we lose due to: a) Systems going inactive; b) Systems going from Group A to Group B
  - Survey date null up to 3 months prior to end of query period due to lag time in data entry

**Performance Measure Goal:** Survey 20% of the Group A Water Systems each year to remain in compliance with current sanitary survey requirements of one survey every 5 years.

**NOTE:**

DOH Systems = systems with  $\geq 100$  connections, all GWI and surface water systems, and other systems with complex treatment

Non-DOH LHJ, Other or QSS Systems = GW systems with < 100 connections, and TNTC or TNC GW systems with simple treatment

**Division of Drinking Water**  
**Performance Measures Development Table (6/10/02)**

**Goal:** (#4) Know the basic quality of water being delivered by systems, particularly in regards to microbial and acute chemical parameters

**Priority Function:** The coliform program plan is fully implemented and tracked.

**EMT Leads:** Bob James and Chris McCord

**Involved Staff:** Carol Stuckey, Jennifer Prodzinski, and Meliss Maxfield

Number	Performance Measure	Type of Measure	Staff Person Responsible	Indicator	Data Activity	Data Source	Frequency	Audience
4A	100% of the Group A water systems with coliform major monitoring and major repeat monitoring violations, as identified in the data system monthly violation report, will be sent a letter within one month of the violation informing them of their status and their requirements for compliance.	Output	Regional Office Coliform Program Staff	Number of letters sent each month compared to the number of violations reported each month by the data system	Comparing the data system report to the Reading File	Data system, Reading File, & quarterly memo	Quarterly	Coliform Program Staff, ROMs, Deputy Director- Field Operations, Division Director & WQ Section Manager
4B	100% of the Group A water systems with coliform MCL violations will be sent a letter within one month of the violation informing them of their status and their requirements for compliance.	Output	Regional Office Coliform Program Staff	Number of letters sent each month compared to the number of violations reported each month by the data system	Comparing the data system report to the Reading File	Data system, Reading File, & quarterly memo	Quarterly	Coliform Program Staff, ROMs, Deputy Director- Field Operations, Division Director & WQ Section Manager

Assumption: Water systems referred to EPA are not included in number of systems with violation or letters sent.

**Division of Drinking Water**  
**Performance Measures Development Table (6/10/02)**

**Goal:** (#4) Know the basic quality of water being delivered by systems, particularly in regards to microbial and acute chemical parameters

**Priority Function:** GWl determinations are made in accordance with the GWl implementation plan, and follow-up activities conducted as appropriate.

**EMT Leads:** Rich Hoey and Bonnie Waybright

**Involved Staff:** Donna Freier

Number	Performance Measure	Type of Measure	Staff Person Responsible	Indicator	Data Activity	Data Source	Frequency	Audience
4C	By the end of June 2006, DDW will complete GWI determinations on 100% of known potential GWI sources.	Output	GWl Program Lead (currently Donna F.)	Percent of total determinations made  Reported by result is: *GW, *GW hydraulically-connected, *SW  Reported by: *Comm/NTNC * TNC	Query of the "source status field" in the GWl database	GWl database (on SQL server)	Quarterly	Executive MT Field Ops Team GWI Workgroup WQ Section Mgr

**Division of Drinking Water**  
**Performance Measures Development Table (06/10/02)**

**Goal:** (#4) Know the basic quality of water being delivered by systems, particularly in regards to microbial and acute chemical parameters

**Priority Function:** Acute chemical parameters (e.g., nitrate) monitoring is conducted and tracked with follow-up actions taken as appropriate.

**EMT Leads:** Meliss Maxfield and Dan Sander

**Involved Staff:** Derrick Dennis

Number	Performance Measure	Type of Measure	Staff Person Responsible	Indicator	Data Activity	Data Source	Frequency	Audience
4D	100% of Group A water systems are in compliance by 12/31/03 with quarterly nitrate monitoring (e.g. nitrate result is greater than 5 mg/L)	Outcome	Dennis	Number of water systems required to monitor for nitrate  Number of water systems with monitoring requirement By Comm. By NTNC By TNC	Query of SADIE or SARA	SADIE or SARA	Quarterly	Executive Team  Field Ops Team  Bill White Mary Selecky

Number	Performance Measure	Type of Measure	Staff Person Responsible	Indicator	Data Activity	Data Source	Frequency	Audience
4E	100% of Group A water systems are in compliance by 12/31/03 with annual nitrate monitoring (e.g. nitrate result is 5 mg/L or less)	Outcome	Dennis	Number of water systems required to monitor for nitrate  Number of water systems with monitoring requirement By Comm. By NTNC By TNC	Query of SADIE or SARA	SADIE or SARA	Annual	Executive Team  Field Ops Team  Bill White Mary Selecky
4F	100% of Group A water systems are in compliance with nitrate MCL by 12/31/04	Outcome	Dennis	Number of water systems required to monitor for nitrate  Number of water systems that exceeded the MCL  By Comm. By NTNC By TNC	Query of SADIE or SARA	SADIE or SARA	Quarterly	Executive Team Field Ops Team Bill/Mary (annual)

**Notes:**

1. "In compliance" will be based on a calendar year.
2. For performance measure 4D, the denominator will be determined to be those systems whose frequency is quarterly.
3. For 4E, the denominator will be those systems whose frequency is annual
4. For 4F, the denominator will be the same one determined in 4E to determine the % of systems that exceeded the MCL.



**Division of Drinking Water**  
**Performance Measures Development Table (11/2/01)**

**Goal:** (#5) Make it clear to purveyors what their responsibilities are, and position water systems as best we can to successfully meet their responsibilities.

**Priority Function:** Provide effective training and outreach to public water systems, their consultants and governmental entities targeting key division priorities and informing water purveyors of their basic responsibilities for owning and operating a public water system.

**EMT Leads:** Paula Smith and Gregg Grunenfelder

**Involved Staff:** Abigail Hughes, Ronni Woolrich, and Cheryl Bergener

Number	Outcome	Type of Measure	Staff Person Responsible	Indicator	Data Activity	Data Source	Frequency	Audience
5A	Provide 60,000 hours of accredited training to small water system operators by 2007 (supported by Federal training reimbursement funds)	Outcome	Paula Smith/ Training and Outreach section	Number of hours of accredited training provided to small water system operators, funded by Federal training reimbursement funds to establish a baseline for these efforts.	Training and Outreach will follow up using contract deliverables	Training contractor(s)	Quarterly	EPA DOH DW Mgmt team
5B	The number of people attending training provided by Federal training reimbursement funds.	Outcome	Paula Smith/ Training and Outreach section	Number of people attending training provided by Federal training reimbursement funds to establish a baseline for these efforts.	Training and Outreach will follow up using contract deliverables	Training contractor(s)	Quarterly	EPA DOH DW Mgmt team

**Division of Drinking Water**  
**Performance Measures Development Table (6/10/02)**

**Goal:** (#5) Make it clear to purveyors what their responsibilities are, and position water systems as best we can to successfully meet their responsibilities

**Priority Function:** Implement operator certification program activities to promote the operation of public water systems by trained and qualified operators.

**EMT Leads:** Rich Sarver and Rich Siffert

**Involved Staff:** Rich Sarver, Rich Siffert, Cheryl Bergener, Chris McCord, and David Jennings

Number	Performance Measure	Type of Measure	Staff Person Responsible	Indicator	Data Activity	Data Source	Frequency	Audience
5C	By July 2004, 82% of all Group A PWS's in compliance with Operator Certification requirements.	Outcome	Rich Sarver	<p>Total # of systems required to be in compliance. Total # of systems in compliance.</p> <p># of Group A community &gt;= 100 connections in compliance # of Group A community &gt;= 100 connections required to be in compliance</p> <p># of Group A community &lt;100 connections in compliance # of Group A community &lt;100 connections required to be in compliance</p> <p># of Group A non-community systems in compliance # of Group A non-</p>	Query of Data	Legacy / Sentry	Quarterly	EMT, OFM, EPA Secretary of DOH Asst. Sec. of EHP

				ommunity systems required to be in compliance				
5D	By July 2004, 95% of the population served by Group A Community PWS's in compliance with Operator Certification requirements.	Outcome	Rich Sarver	Population served by Group A Community PWSs Population served by Group A Community PWSs in compliance	Query of Data	Legacy / Sentry	Quarterly	EMT, OFM, EPA Secretary of DOH Asst. Sec. of EHP

Note: Compliance definition will be linked with Op Cert SNC definition.

**Division of Drinking Water**  
**Performance Measures Development Table (6/10/02)**

**Goal:** (#6) Take appropriate compliance actions against priority violations, and clear cases of fraudulent operation and reporting

**Priority Function:** Take appropriate compliance action on those systems identified as high priority for microbial or acute chemical risks in accordance with applicable program plans.

**EMT Leads:** Chris McCord and Bob James

**Involved Staff:** Regional Compliance Staff

Number	Performance Measure	Type of Measure	Staff Person Responsible	Indicator	Data Activity	Data Source	Frequency	Audience
6A	Take active enforcement action against all Group A water systems that exceed 20 mg/l nitrate for all the samples collected in the last 12 months.	Output	Regional Compliance Staff	Percent of identified systems under formal enforcement.	DWAIN/ SADIE	DWAIN/ SADIE	Quarterly	Executive MT Field Ops Team Bill/Mary (annual) Source Monitoring Staff Compliance Staff WQ Section Manager
6B	100% of all water systems that become Tier 1 SNCs for coliform violations are under formal enforcement within 2 months.	Output	Regional Compliance Staff, and Coliform or Engineering Staff	Percent of systems on which active enforcement actions are taken within 2 months of becoming a Tier 1 SNC.	DWAIN	DWAIN and contact logs	Quarterly	Executive MT Field Ops Team Bill/Mary (annual) Coliform Staff Compliance Staff WQ Section Manager

**Division of Drinking Water**  
**Performance Measures Development Table (6/10/02)**

**Goal:** (#6) Take appropriate compliance actions against priority violations, and clear cases fraudulent operation and reporting

**Priority Function:** Address all unfiltered surface water sources (in accordance with the Surface Water Implementation Plan) and high risk surface water treatment technique violations and ensure actions are progressing to have those sources/plants meet regulatory requirements.

**EMT Leads:** Bill Liechty and Bonnie Waybright

**Involved Staff:** Bill Liechty, Bonnie Waybright, Ethan Moseng, Craig Riley, Nancy Feagin, John Ryding.

Number	Performance Measure	Type of Measure	Staff Person Responsible	Indicator	Data Activity	Data Source	Frequency	Audience
6C	Take appropriate response on 100% of the high-risk surface water treatment technique violations	Output	Ethan compiles from data provided by Regions	Percent of occurrences handled in accordance with Appendix D	Debrief following the event, review event response documentation, and determine if response was appropriate	High Risk event log	Quarterly	Mary & Bill M.T. Field Ops Team
6D	100% of SubPart C systems (unfiltered and required to filter) are under active enforcement and in compliance with compliance milestones	Output	McCord compiles from data provided by Regions	Percent under enforcement and in compliance  For Surface Water Sources  For GWIs	Count the number of Part C systems and number of enforcement actions and determine if in compliance with milestones	DWAIN enforcement database	Quarterly	Mary & Bill M.T. Field Ops Team

Note: Appendix D of the SW Program Plan defines the violation response process for high risk events.

**Division of Drinking Water**  
**Performance Measures Development Table (6/10/02)**

**Goal:** (#7) Assist water systems in future system planning and development

**Priority Function:** Promote and encourage water use efficiency efforts are pursued by water utilities, with a particular emphasis on the medium sized systems in the state (i.e. those with between 100-1000 connections) and promote and manage a reclaimed water program.

**EMT Leads:** Jim Rioux and Michele Vazquez

**Involved Staff:** Dan Sander, Deana Pavwoski

Number	Performance Measure	Type of Measure	Staff Person Responsible	Indicator	Data Activity	Data Source	Frequency	Audience
7A	100% of reclaimed water documents (including operational reports) reviewed (and commented on (if appropriate)) within 60 days of submittal date	Outcome	Michele Vazquez	<p>Comparison of the number of submitted and yet un-reviewed reclaimed water documents (including operational reports) to the total number of documents (either submitted at any time but not yet reviewed or submitted during the quarter and reviewed during the quarter).</p> <p>Calculation of the percentage of the documents that received review within 60 days of submittal.</p> <p>Listing of documents submitted, documents approved and number of days for each.</p>	<p>Query Sublog</p> <p>Query other relevant databases</p> <p>Note: Operational reports are currently not logged in. This would be a minor procedural change.</p> <p>Michele will work with Danielle and Craig on the procedural change.</p>	Sublog Other Existing Databases	Quarterly	Field Ops Team Exec Mgmt Team Bill/Mary OFM/Legis

7B	Within one year, 144 systems targeted for conservation efforts (100-1000 connections) will receive onsite visits	Outcome	Michele Vazquez	<p>Number of on-site visits (system specific) where conservation requirements or opportunities were discussed with 100-1000 target group.</p> <p>Figures will be broken down at the regional level.</p> <p>Note: Number of on-site visits (system specific) where conservation requirements or opportunities were discussed with systems outside our target group will also be reported.</p>	Query Conservation Database	Conservation Database	Quarterly	Field Ops Exec Mgmt Team Bill/Mary OFM Legis
7C	Number of utilities who have conducted leak detection.	Output	Michele Vazquez	<p>Number of water systems who have conducted leak detection.</p> <p>Note: This figure would be broken down between those systems within our target group (100-1000 connections) and outside our target group.</p> <p>Note: Staff will attempt to collect information on amount of water saved due to leak detection (may be subjective or partial).</p>	Query Conservation Database (through information provided to DOH by Evergreen Rural Water and other organizations as well as information obtained from Water System Plans).	Conservation Database	Quarterly	Field Ops Exec Mgmt Team Bill/Mary OFM – Legis

Note: Total in 7B equates to 12 new visits to systems for each region per quarter (or 4 per month).

**Division of Drinking Water**  
**Performance Measures Development Table (6/10/02)**

**Goal:** (#8) Participate in long-range strategies relative to future delivery of water in the state

**Priority Function:** Supporting legislative/executive priorities, work with local entities to collect baseline information on priority Group B systems

**EMT Leads:** Peggy Johnson and Kaye Earl

**Involved Staff:** Dennis Campbell

Number	Performance Measure	Type of Measure	Staff Person Responsible	Indicator	Data Activity	Data Source	Frequency	Audience
8A	100% of Group B water systems with 5 or more connections have a current WFI (within last 2 years) and are accurately represented in DWAIN/SENTRY by 9/30/03	Outcome	Dennis Campbell	Percent of Group Bs with updated WFI	Count # of Group B WFIs received from LHJs  Review submitted quarterly reports from LHJs	WFIs received  Quarterly report	Quarterly	Legislature; State Board of Health; DW Management Team